



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

March 3, 2008

Mr. James V. Proffitt III, Chief Operation Officer  
MedAmerica Billing Services, Inc.  
1601 Cummins Drive, Suite D  
Modesto, CA 95358

Dear Mr.Proffitt:

**RE: FINAL MONITORING VISIT REPORT for MedAmerica Billing Services Inc. – ET06-0204**

<b>Date of the Visit:</b>	2/07/08
<b>Beginning/Ending Time:</b>	10:00 a.m. – 12:00 p.m.
<b>Date of Last Visit:</b>	06/15/07
<b>Visit Location:</b>	1601 Cummins Drive, Modesto
<b>Persons in attendance:</b>	Stephanie Montanez; Human Resources Manager, Chris Mangels, Contractor Rep via phone, Julio Basquez. ETP Analyst
<b>Action Required:</b>	<b>No</b>

## CONTRACT INFORMATION:

<b>Term of Agreement:</b>	12/19/05 – 12/18/07	<b>Agreement Amount:</b>	\$500,175
<b>Training Start Date:</b>	12/19/05	<b>No. to Retain:</b>	405
<b>Date Training must be Completed:</b>	09/19/07	<b>Range of Hours:</b>	24 – 112
<b>Type of Trainee:</b>	Retrainee	<b>Weighted Ave. Hours:</b>	95

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ETP (04/15/05)

**FINAL REPORT SUMMARY:**

• ***HISTORY OF AGREEMENT CHANGES***

The Agreement was executed on 12/19/05 and training began on 12/19/05. Your staff reported that all training was completed on 9/19/07, which allows for the 90-day retention period to be completed within the term ending date of the Agreement – 12/18/07.

• ***INTERVIEW WITH THE SIGNATORY, Stephanie Montanez, Human Resources Manager, MedAmerica***

- What barriers, if any, did your company experience in implementing your ETP project?  
According to the MedAmerica Contact Person, Stephanie Montanez; the initial process to be approved was paper intensive and would not have been able to do it without a third party administrator. The on going process with the training rosters was manageable and MedAmerica did not have any problems completing them. The one significant issue that MedAmerica had was that some of the employees did not maintain the 35 hours per week post training. All the employees were scheduled for 40 hours, but if they became sick, called in or went on a leave of absence, we were not able to receive the grant money for them. All of these circumstances were beyond our control.  
What problems, if any, did your company experience with ETP record keeping?  
MedAmerica did not experience any issues in this area.
- What assistance could ETP have provided that would improve the process for future Contractors?  
Lessen the paperwork and the need for employers to use third party administrators. This would allow employers to add more training programs without having to pay money out to their vendors.
- How did your company benefit from the ETP training?  
MedAmerica was able to set up an additional training room, hire a training supervisor and add additional training time to our coding training to make sure that they receive the necessary training that they needed.

Ms. Montanez provided Mr. Basquez with projected statistics for the closeout of the Agreement. According to your records at the time of this final meeting, you expected to retain a total of 285 (70% percent of planned retentions) trainees for a total reimbursement of \$295,295, (59% percent of the encumbered amount). Ms. Montanez stated that the closeout invoice will be submitted by 2/15/2008.

MedAmerica records show that 285 trainees have completed training (70% of planned retentions) and 285 trainees have completed the 90 day retention period (59% of planned retentions). MedAmerica projects earnings to be \$295,295 (59% of the encumbered total \$500,175). Current records show that MedAmerica has received \$192,259 in progress payments, of which \$192,259 has been approved as earned. Mr. Basquez reminded Ms. Montanez that the closeout invoice should be submitted no later than 30 days after the end term date of the Agreement

**PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

<b>Trainees Started Training:</b>	356	<b>Completed Retention:</b>	285
<b>Dropped Following Enrollment:</b>	69	<b>In Retention Period:</b>	0
<b>For Variable Reimbursement Completed Minimum Hours for reimbursement:</b>	24		
<b>Completed Training:</b>	285		

**ATTENDANCE ROSTERS:**

Mr. Basquez reviewed 10% of the rosters and the rosters reviewed did not have any issues or problems during the review.

**AUDIT:**

MedAmerica will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

**RECORD RETENTION:**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

Please review the information above and if you have any questions please contact Julio Basquez within ten working days @ 916 327-5275 or by e-mail at [ibasquez@etp.ca.gov](mailto:ibasquez@etp.ca.gov)

Sincerely,



Ruby Cohen, Manager  
Sacramento Regional Office



Julio Basquez, Contract Analyst  
Sacramento Regional Office

cc: Contractor's Representatives  
Chris Mangels, Training Funding Partners [cmangels@tfpgroup.com](mailto:cmangels@tfpgroup.com)  
Kulbir Mayall, Manager, Fiscal and Certification  
Master File  
Project File

Date report mailed to Contractor           \*\*